

IBMhq Test Case Execution Report

Test Case Name:Add Attachment - 1

Requirement Name: CX

Execution Start Time:2020-08-04 17-31-31

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
26	26	0	Pass	NA

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass

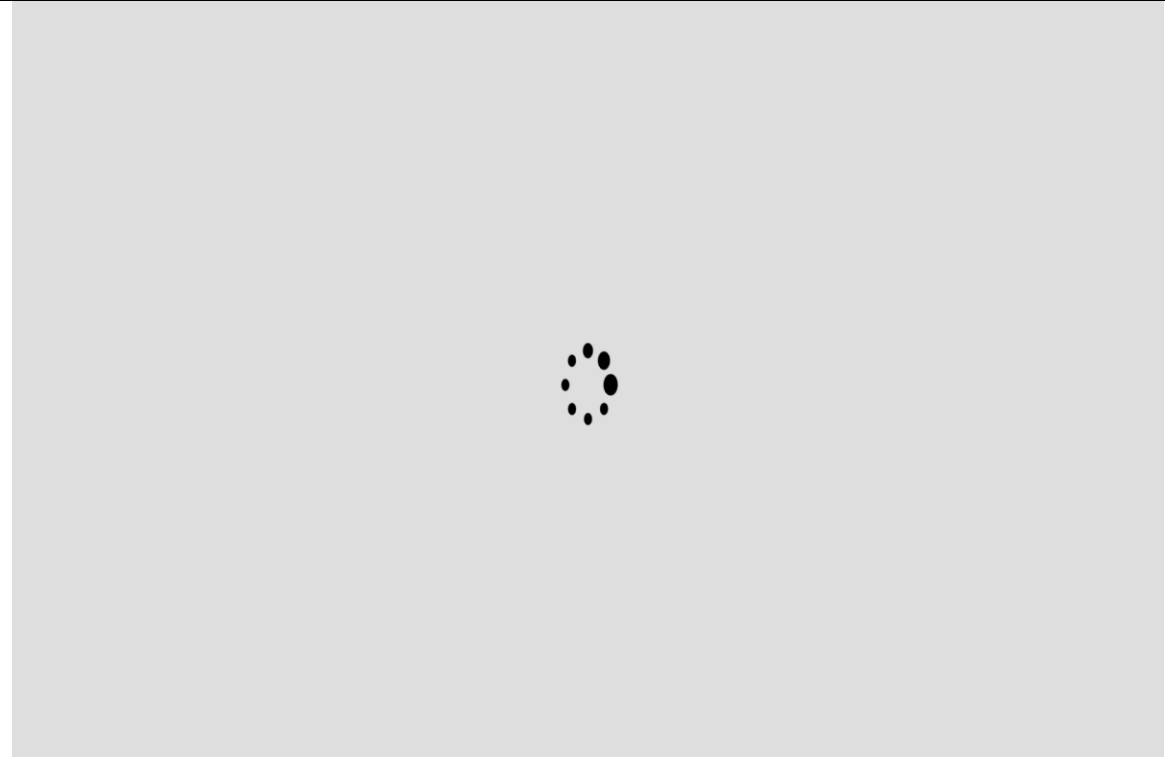


ORACLE
SERVICE CLOUD

Username
sysagent

Password

[Login Help](#) [Login](#)

Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


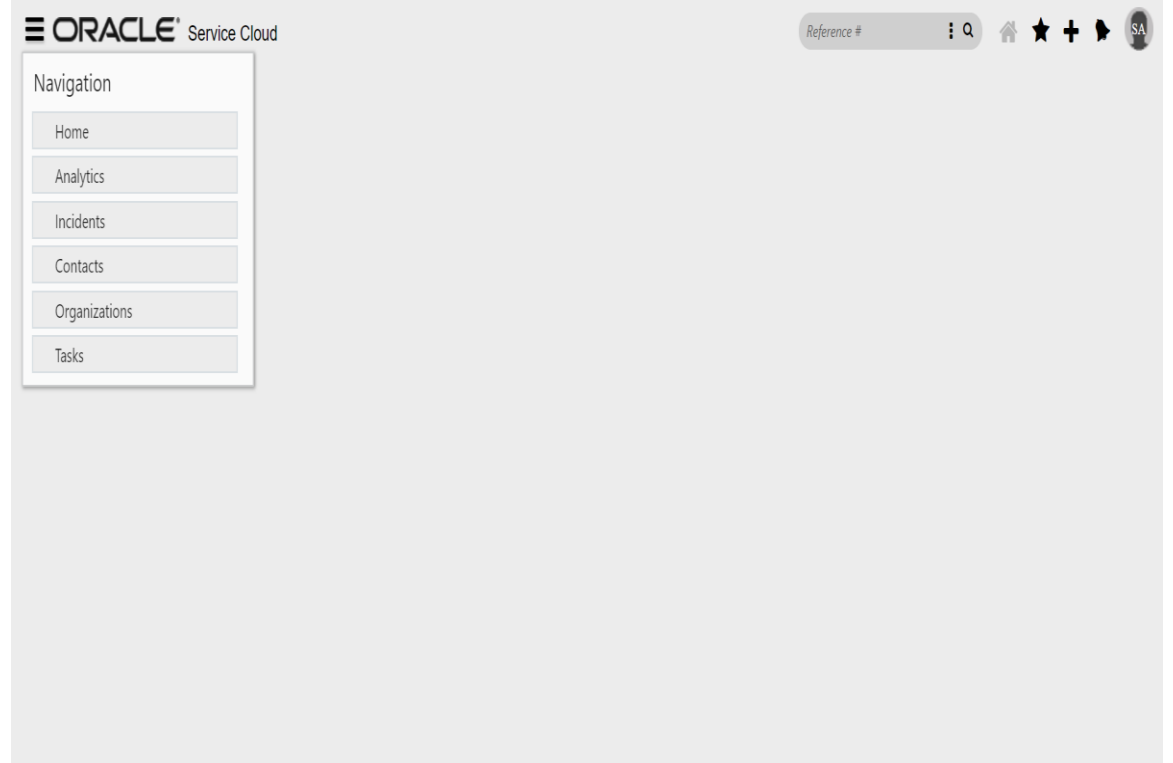
Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

Incidents

🔍 Search ↻ Refresh 🔄 Reset 📁 Open 📄 New 🖨️ Print 📄 Copy 📄 Assign 📄 Propose ✕ Delete 📖 Bookmark

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:43 PM	200730-000077
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:33 PM	200730-000074
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:28 PM	200730-000072
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramyia Paul		04/30/2020 11:44 PM	200430-002076

992 Records

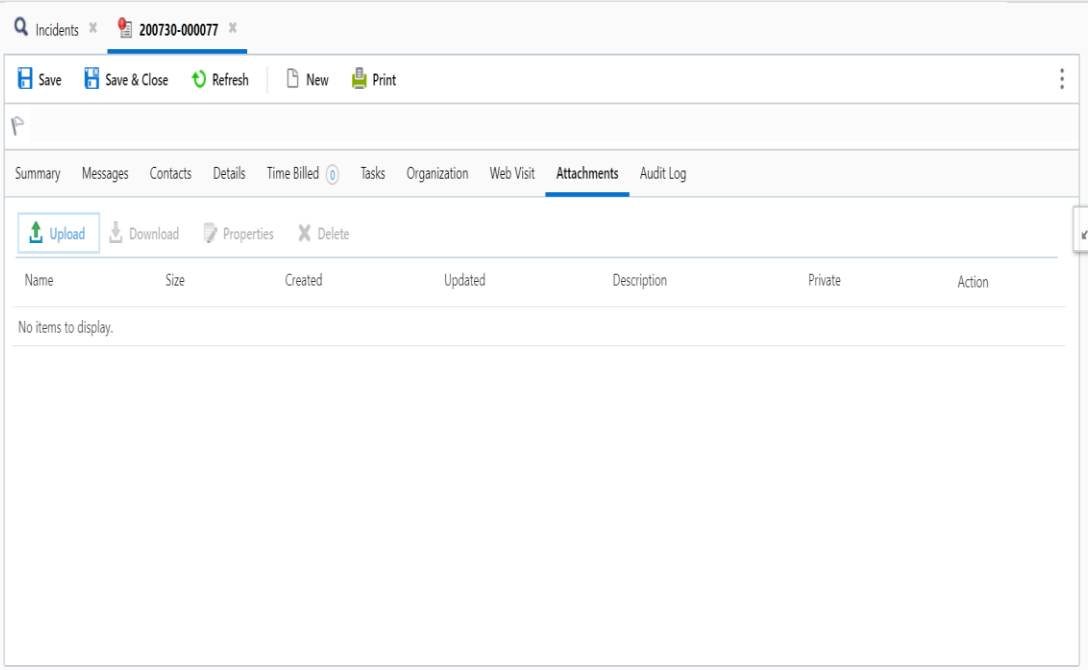
Step No:8

Step Description: ClickAttachment

Expected Result: ClickAttachment

Actual Result: The Element: null is clicked

Status: Pass



The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a breadcrumb trail shows 'Incidents' and the specific incident '200730-000077'. A toolbar includes buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A navigation bar lists various tabs: 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments' (which is currently selected and underlined), and 'Audit Log'. Below the navigation bar, there is a sub-toolbar with 'Upload', 'Download', 'Properties', and 'Delete' buttons. A table with columns 'Name', 'Size', 'Created', 'Updated', 'Description', 'Private', and 'Action' is shown, but it contains the text 'No items to display.' and is empty. The interface also features a sidebar on the right with a search icon and a user profile icon labeled 'SA'.

Step No:9

Step Description: Waittime

Expected Result: Waittime

Actual Result: The browser had waited (hard wait) for: 2 seconds

Status: Pass

ORACLE[®] Service Cloud

Reference #

Q

★

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SA

Incidents

Search

Refresh

Reset

Open

New

Print

Copy

Assign

Propose

Delete

Bookmark

Incidents

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992 Records

Sys Agent

Change Password

Help

About

Preferences

Sign Out

Step No:10

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass

 **ORACLE** Service Cloud

Reference #





SA



